

Re: Keyboard shortcuts (Alt + any) stopped working in Word docume

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Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2007-01/msg01548.html>

- *From:* Ben <Ben@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 17 Jan 2007 21:26:01 -0800
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Jay,

Thank you for your quick and informative reply.

I followed your suggestions with these results:

Starting Word with the /a switch in command line Word started, but the shortcuts did not. (The "em dash" in the previous line was made using the Alt 0151 shortcut ... I know the little rascals are in there somewhere).

Next went to section 4. Located the Startup2 path folder following instruction and this folder was empty.

Located Normal.dot file in Factory Preset Startup Path and changed to .old, deleted it, moved it to Startup2, changed to .old and finally deleted it ... all to no avail.

Made a search and found a Global Template in the Temporary Internet File, deleted it.

Found templates for Word located in a Templates file and tried renaming the Normal.dot and finally deleted all of them ... same result ... no shortcuts.

Com Add-ins; only have one. Web page Wizard and that is not selected and its Load Behavior is, load on demand.

The computer is running the latest version of Norton Internet Security with up-to-date virus definitions.

I have not installed any new software nor experienced this problem before. I'll run a full virus scan and see if that turns up anything, but I'm not holding out much hope for that.

Your thoughts on what the next course of action would be greatly appreciated.

Thank you again,

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Ben

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"Jay Freedman" wrote:

First try starting Word with the /a switch in the command line (see <http://support.microsoft.com/?kbid=210565>), which suppresses loading of the Normal.dot template and any add-ins. If that makes your shortcuts work, then you have to find out which template is the culprit. Note: the /a switch is not a fix --it's just a troubleshooting tool. Don't stop there!

For steps to track down the cause, go to section 4 of <http://www.word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm>. Ignore the fact that the problems described there don't match yours; the steps are the same.

By the way, uninstalling and reinstalling Word doesn't remove or replace Normal.dot or most add-ins, so it almost never cures any problems.

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Regards,

Jay Freedman

Microsoft Word MVP FAQ: <http://word.mvps.org>

Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

Ben wrote:

Keyboard shortcuts in any Word document, new (template or document), previously saved word documents, stopped working. Try to use and nothing happens.

Shortcuts do work in Notepad, Wordpad and other applications such as indexing software.

Word>Tools>customize>keyboard>reset all = is grayed out.

XP Professional, Word 2000

Uninstalled/reinstalled word as a last resort ... still have problem.

I have no idea how or what caused this anomaly, but would be very appreciative to learn how to restore the keyboard shortcut function.

Thank you,

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